

DIVISION OF MINES	CHAPTER: VIII Customer Assistance
PROCEDURES MANUAL	
	PROCEDURE NO: 1.08.04
	ISSUE DATE: January 1, 1997
SUBJECT: Other Requests For	LAST REVISED: 10/00;08/05
Assistance	

OBJECTIVE AND INTENT

To ensure that requests for assistance from citizens and other agencies are handled efficiently and effectively meeting customer needs in a timely and professional manner.

PROCEDURE

1. REQUEST BY OTHER AGENCIES

- When requested, DM will assist all agencies with concerns that may involve the mining of coal such as subsidence, air quality tests, water loss, air pollution, and noise.
- DM personnel asked to assist any agency shall notify their supervisor of the nature of the request, time, date, and type of assistance requested.
- Documentation
 - a. If the request for assistance involves a licensed mine, a detailed report coded as “OT”, or “OC” shall be completed using forms DM-CM-3, DM-COM-1, or DM-TS-1
 - b. If the request involves an unlicensed mine, a residence, or area out of DM’s jurisdiction, a detailed report should be completed using DM-CM-3, DM-COM-1 and/or DM-TS-1 forms. The report will be coded as “OT” or “OC”, and will be given a “99999AC” index number.
 - c. Requests of this nature may end up in litigation. Therefore, a detailed report should be documented using maps, photographs, sketches, and other pertinent information.

2. CITIZEN REQUESTS

- Information or assistance requested should be routed through the supervisor:
 - a. Requests for participating in school and industry projects and presentations to organizations and groups must be approved by the Chief in coordination with the Public Relations Manager

- b. Requests to make methane checks at a citizen's private water well must be coordinated with the supervisor.
- c. Documentation
 - (1) A report should be completed on a DM-COM-1 form by the person participating in school, industry, and organization projects. The report should indicate the nature, location, names or number of persons present.
 - (2) A report should be completed on the DM-COM-1 form for requests to check private water wells for methane. The report should state the location, name, address, telephone number of the requester, and a statement of the findings. The examiner may advise the citizen of the nature of any methane problem, but should avoid making recommendations and giving opinions as to the source of the methane being associated with mining that may be nearby.

3. COMPLAINTS

- When receiving complaints, certain information must be obtained. All complainants are considered **anonymous**. If the person insists on giving their name or names, accept it; however, the name(s) is not to be indicated on the tracking system or paperwork completed by DM.
- Information to obtain when accepting an alleged violation:
 - a. Record the time and date you receive the complaint
 - b. The company that is involved, if known
 - c. The location of the company or area of complaint
 - d. The actual complaint
- When complaints are received in the Big Stone Gap or Keen Mountain office, the information is entered in the DM Complaint Tracking System. A root note is immediately forwarded from this system to the appropriate personnel. Once the inspector/supervisor completes the investigation, a report of violation form along with the investigation report, including form DM-RV-1, Report of Violation, is submitted to the office and the complaint is closed. (Also see Procedure 1.05.07)
- Any complaint received that clearly falls outside DM's scope of authority (water loss, fugitive dust, subsidence, etc.) will be referred to the appropriate Division within DMME or other responsible agency. DM will be involved only if requested by the agency referred to.